

## Minutes- Communication Subcommittee

DATE	TIME	LOCATION	DIAL-IN
December 3, 2018	2-3	Conference Call	<a href="#">+1 (872) 240-3412 Access Code: 769-294-629</a>

### MEMBERS

	X= In Attendance				
X	Jennifer Pineo	X	Mindy Pond		
X	Isadora Rodriguez-Legendre	A	Terry Ohlson-Martin		
X	Kathleen Remillard	X	Christine Santaniello		
A	Sarah Aiken	X	Heather Young		
			<b>GUESTS:</b>		None scheduled

### MEETING OBJECTIVES

- Determine long term communication needs.
- Discuss longer range communication needs.
- Set next meeting.

### AGENDA

- 1) FAQ –these will go out after the 1<sup>st</sup> of the year. Will share at the Stakeholder Meeting scheduled for January.  
There may be further edits, Chris will redistribute for comments.  
Will be sent out by BDS to agencies/groups and ask to share. Will post on website.  
Family Voices has the ability to do podcasts. All agree makes sense to do this.
- 2) Infographics – shared a draft; will refine and update. Discuss next meeting.
- 3) Forums- will wait until after FS Conference, mid-May to mid-June. Will target: Littleton, Concord, Nashua or Manchester, Rochester, Cheshire, Conway. Will have dates established at the conference so we can share them at this time.
- 4) Next meeting, not set yet- TBD.

### ACTION LOG

	Added	Description	Who	Discussion / Resolution
	12/3	Finalize FAQ	Chris	Update and send out to team.
	12/3	Infographics	Kathy	Jenn to send photos; update for next meeting
	12/3	Podcast	Jenn	Share information and schedule

# Minutes: Communication Subcommittee

DATE	TIME	LOCATION	DIAL-IN
October 24, 2018	1-2* please note change of time	BDS, Lilac Conference Room	Please let us know if you need to call in

## MEMBERS

	X= In Attendance				
X	Jennifer Pineo	X	Mindy Pond	X	Vanessa Blais for Isadora
A	Isadora Rodriguez-Legendre	X	Terry Ohlson-Martin		
X	Kathleen Remillard	X	Christine Santaniello		
X	Sarah Aiken	X	Heather Young		
			<b>GUESTS:</b>		None scheduled

## MEETING OBJECTIVES

- Determine next and long term communication needs.
- Discuss longer range communication needs.
- Set next meeting.

## AGENDA

1. Frequently Asked Questions
    - Committee reviewed the document. Chris will make edits and send out to the group for edits.
    - Discussed that this will go out electronically and use social media.
  2. Infographics- Kathy R.
    - Did not discuss
  3. Winter/Spring Forums
    - Did not discuss
  4. Family Support Conference
    - Will submit
  5. Other
  6. Mindy raised concern with using Heights for addresses. Chris explained this is the most current. She will pull a few that had Gateways as an address and discuss with Kaarla- pull a few to see what address is listed in New Heights and what was pulled.
  7. Next Meeting
    - Sarah will send out a doodle poll
- Agenda items:
- 1) FAQ
  - 2) Infographics
  - 3) Forums

## ACTION LOG

# Minutes: Communication Subcommittee

DATE	TIME	LOCATION	DIAL-IN
September 28, 2018	10-11	BDS, Hilton Conference Room	Please let us know if you need to call in

## MEMBERS

	X= In Attendance				
x	Jennifer Pineo	A	Mindy Pond		
A	Isadora Rodriguez-Legendre	A	Terry Ohlson-Martin		
x	Kathleen Remillard	x	Christine Santaniello		
A	Sarah Aiken	X	Heather Young		
			<b>GUESTS:</b>		Kim Lampron for Isadora

## MEETING OBJECTIVES

- Determine next and long term communication needs.
- Discuss longer range communication needs.
- Ensure consistent messaging is occurring.

## AGENDA

### 1. Letter update

- Letter went out to all waiver participants
- It is on the DHHS/BDS Website
- Will be on DHHS FB page, with link to BDS webpage.
- Jenn, Heather, other groups will link to DHHS FB page.

### 2. Sharing electronically the letter

- It is on the DHHS/BDS Website
- Will be on DHHS FB page, with link to BDS webpage.
- Jenn, Heather, other groups will link to DHHS FB page.
- CSNI page links to BDS.

### 3. FAQ need to be developed, ideas for questions:

- If I want my choice to be in conflict can I?
- Who, what, when, where, how
- Typical examples
- Will CMS make an exception for NH= can't federal rule
- Will I lose services?
- Where do I go to get more information?
- Am i going to lose my AA?
- How did this happen?
- Options for compliance?

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- What is available in your area?
- How can I get involved?
- Seamless transition?
- Why are there so many committees and so much information?
- How to be involved in the process?

This can go out with social media. Out by Mid-November.

### 4. Infographics

Kathy will draft- one page document

### 5. Regular communication needs/plan

- Jenn has an agenda item for the State FS Council meeting, “What are your concerns with COI so we can address them?”
- Have five information sessions after 1<sup>st</sup> of year with information- North, Central, Southern, East West.
- Present at FS Conference, DSP Conference.

### ACTION LOG

	Added	Description	Who	Discussion / Resolution
	8/1	Letter	Chris to start	Done and sent out
	8/1	FAQ	Chris to start	Will send out by 10/17- discussion next meeting
	8/1	Infographics	Kathy	Will send out – discussion next meeting
	9/28	Letter out Social Media	Kathy, Heather, Jen, Kim	Post on website and FB pages.
	9/28	Family Forums	TBD	After first of year.

**Next meeting:** October 24, 2018-BDS Room to Be Determined.

Agenda next meeting:

- FAQ
- Infographic
- Family Forum

## AGENDA: Communication Subcommittee

DATE	TIME	LOCATION	DIAL-IN
August 1, 2018	3-4	Conference Call	1-866-951-1151 Code 190 764 492

### MEMBERS

	X= In Attendance				
x	Jennifer Pineo	x	Mindy Pond		
x	Isadora Rodriguez-Legendre	x	Terry Ohlson-Martin		
x	Kathleen Remillard	x	Christine Santaniello		
x	Sarah Aiken	x	Heather Donnell		
			<b>GUESTS:</b>		None scheduled

### MEETING OBJECTIVES

- Reach agreement on purpose of subcommittee.
- Determine initial communication needs.
- Discuss longer range communication needs.
- Set next meeting.

### Discussion:

1. Department post and share information, use the groups: Quality Council, DD Council, NH Family Voices, State FS Council, Quality Council to distribute and share.
2. Present facts and consistent messaging.
3. FAQ document, infographics

### ACTION LOG

	Added	Description	Who	Discussion / Resolution
	8/1	Develop Letter	Chris to start	L
	8/1	Infographics	PIO	
	8/1	FAQ	TBD	